



## PRIVACY NOTICE

This privacy policy sets out how Cooper Homewood Limited uses and protects any information that you give us when you use our services.

Cooper Homewood Limited is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy statement.

We may change this policy from time to time in line with the General Data Protection Regulation (GDPR), the Data Protection Act 1998 and any other national implementing laws and regulations as amended or updated in the UK. This policy is effective from 25<sup>th</sup> May 2018.

### What we collect

We may collect the following information:

- Name and job title
- Contact information including email address
- Other information relevant to provision of services including our correspondence and communication with you
- Financial information such as bank details for payment purposes.

### What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- Carry out our obligations arising from any agreements entered, usually for the provision of services
- Provide you with information related to our services and activities that you request from us or which we feel may interest you, provided you have consented to be contacted for such purposes.
- Notify you about any changes to our services.
- Share your personal data with third parties where we are required to do so by law.

### Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure your information.



### Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form by us, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes.
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at [info@cooperhomewood.com](mailto:info@cooperhomewood.com).

### You right to connection with personal data

Under certain circumstances, by law you have the right to:

- Request access to your personal data.
- Request correction of the personal data we hold about you.
- Request deletion of your personal data.
- Request the restriction of processing of your personal data.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

If you have any questions on GDPR please contact us on [info@cooperhomewood.com](mailto:info@cooperhomewood.com) .

You also have the right to make a complaint to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues, at any time. The ICO's contact details are as follows:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone: 0303 123 1113 (local rate) or 01625 545 745